

E-01345A-05-0816  
E-01345A-05-0826  
E-01345A-05-0827

ORIGINAL



ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4760

Investigator: Carmen Madrid

Phone: ( )

Fax: ( )

Priority: Respond Within Five Days

Opinion No. 2006 - 56961

Date: 12/6/2006

Complaint Description: 01A Billing - High/low  
08A Rate Case Items - Opposed

First:

Last:

Complaint By: Charles

Glisson

Account Name: Charles Glisson

Home: ( )

Street: ( )

Work: ( )

City: ( )

CBR:

State: AZ Zip: ( )

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

Consumer is opposed to any rate increased for APS.

Customer is on Equalizer Plan and his bill has increased over the past few months.  
He states that he was paying \$280.00 on the plan and in  
July the amount increased to \$316.00  
October amount increased to \$341.00  
and in January the amount will be increased to \$374.00.

He does not understand why the amount is increasing every couple of months.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

12/6/06 Opinion filed in E-01345A-05-0816, E-01345A-05-0826 and E-01345A-05-0827. closed  
\*End of Comments\*

Date Completed:

Opinion No. 2006 - 56961

Arizona Corporation Commission

DOCKETED

DEC - 6 2006

DOCKETED BY	<i>sh</i>
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E-01345A-05-0816  
E-01345A-05-0826  
E-01345A-05-0827

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Trish Meeter

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No.** 2006 - 56831

**Date:** 11/30/2006

**Complaint Description:** 08A Rate Case Items - Opposed  
N/A Not Applicable

**Complaint By:** **First:** Cynthia **Last:** Shiffer

**Account Name:** [REDACTED]

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:** [REDACTED]

**City:** [REDACTED]

**CBR:** [REDACTED]

**State:** AZ

**Zip:** [REDACTED]

**is:** [REDACTED]

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** For assignment

**Contact Phone:** [REDACTED]

#### **Nature of Complaint:**

11/29/06 DOCKET NO. E-01345A-05-0816  
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E-01345A-05-0827

Caller wished to express her opinion on the proposed rate increase for APS. She states that she and her husband are on a fixed income and are already on demand usage schedule. They are careful about their usage, do what they can to conserve energy and do their part to make cut backs in usage. She feels that the company should be showing the same type of care in their finances, expenses and requests for increases.

\*End of Complaint\*

#### **Utilities' Response:**

#### **Investigator's Comments and Disposition:**

Caller was assured that her opinion would be taken into consideration before any rate increases were approved and that her comments would be made a matter of public record. She was advised that she could call me with questions or concerns in the future.

\*End of Comments\*

**Date Completed:** 11/30/2006

**Opinion No.** 2006 - 56831